

Quality Objectives

A,

Objective:

To work proactively with customers providing turnkey solutions.

Method:

Through meetings with customers and feedback from exhibitions/conferences.

Measures:

Data submitted monthly by the Account Managers to the Managing Director.

B,

Objective:

To continually develop all our staff to maintain the core business skills in the delivery of our services and products.

Method:

Through identified and focused training. Including Investors in People Development reviews for all staff to enable a focussed approach.

Measures:

Individual training records held in the HR office and the skills matrix along with records of development reviews.

C,

Objective:

To continuously improve product quality and maintain current monthly target of 95% pass rate for items going through final inspection.

Method:

Through a continual circle of improvement, updating build information and with faults being identified and shared with the assembler.

Measures:

Right first-time report submitted by the Quality Manager for review at the monthly Directors meeting and displayed on the production notice board.

D,

Objective:

To continuously improve process efficiency throughout the production process.

Method:

Through careful management of the work process by the department managers ensuring good quality and timely completion of works orders.

Measures:

Reports for delivery on time and orders despatched within six weeks submitted by the Quality Manager for review at the quality management meeting.

E,

Objective:

To Maintain the efficient supply of quality components from approved suppliers.

Method:

Through constant monitoring of supplier rejects and service.

Measures:

Reports for on time supplier deliveries and supplier rejects submitted by the Quality Manager for review at the monthly Directors meeting.

